

**County of Los Angeles - Department of Mental Health  
Office of Integrated Care**

Dear HWLA Provider

As mentioned to you previously, we want to give all of our Providers that serve Healthy Way LA clients access to the DMH web-based HWLA Referral Tracking System (RTS). The RTS will replace the Excel spreadsheet currently used to track new clients with the HWLA benefit who are referred for mental health services.

Not only will the RTS replace the need to fax the Monthly Tracking Logs, but it also contains several features that should greatly assist your programs:

**HWLA eligibility verification:** The Client Look-Up function allows you to search via HWLA ID or Client Name and Date of Birth to verify HWLA eligibility. If the individual has a DMH ID, the RTS will also check MEDS information to determine if the client has Medi-Cal. This is important because there is still a significant percent of individuals who are enrolled in HWLA and Medi-Cal...thus, ultimately ineligible for HWLA.

**Pre-populated information:** Information from both DHS' HWLA database and the IS is pre-populated when you create a referral, reducing the amount of typing required.

**Transfer function:** The RTS allows for electronic transfer of referrals from the Service Area Navigator to Providers and visa-versa, as needed.

**Instructions:**

In order to obtain access, please complete the attached document with the appropriate user information (Agency Name, Provider Number, User Name, E-mail Address, Position, IS User Name).

Users will need an RSA card to access the RTS, and need to request one if they do not currently have one by completing the Downey Data Center Registration Form <http://lacdmh.lacounty.gov/hipaa/documents/DDCR%20Revised%20Form%20-%20Contractor.pdf>.

On average, each provider site will have 2 – 5 users, depending on the size of the agency. This will vary program by program, but we have found that individuals who schedule appointments or have the first contact with clients are the best people to have as users, in addition to 1 – 2 (depending on size) clinicians. Program Managers will be able to have view only access to monitor and pull reports as needed, and should also be included on the user list.

Please complete the User Request Form below and e-mail it to [HWLA@dmh.lacounty.gov](mailto:HWLA@dmh.lacounty.gov)

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## Healthy Way L.A. Referral Tracking System (RTS) User Request Form for Contract Providers

[illegible]

<sup>1</sup> Contract agencies with more than one Tier 2 provider site only need to complete one form, noting the applicable Provider Number in Column B.

<sup>2</sup> Users are notified via e-mail when a HWLA referral has been transferred and when there are changes to the RTS.

<sup>3</sup> There must be a HWLA lead designated to use the transfer function. This does not assign the individual any additional responsibilities or roles with the system and can always be changed. Please place an "X" in the row of the individual who will be the lead for each Provider Site.

<sup>4</sup> Users must have an RSA Access card to use the RTS. Please list the RSA/IS User Name for each individual or the date that the Downey Data Center Registration Form was submitted to CIOB if they do not yet have access to the IS. This is the **"C" number** issued to you with the RSA card

Please e-mail [HWLA@dmh.lacounty.gov](mailto:HWLA@dmh.lacounty.gov) or call Krista Scholton at (213) 251-6520 with questions.